

International SOS

TRICARE Pacific Lead Agency has contracted with International SOS, a worldwide company, to provide access to quality healthcare providers throughout the Pacific Remote countries. For those enrolled, this Prime-like benefit offers:

- Prearranged cashless/claimless healthcare
- Local language interpreters as needed
- Call Centers available 24 hours a day

Once you and your family are enrolled with International SOS by the POC at your Remote station, you will have access to the following:

- Inpatient and Outpatient care
- Prescription medication
- Laboratory services
- Maternity care
- Specialist care
- ADASM Dental care
- Emergency Air Evacuation arrangements

International SOS (Singapore)
IDD code + **65-6338-9277**
International SOS (Sydney)
IDD code + **61-2-9372-2468**
direct dial or call collect.



Prime beneficiaries may call International SOS for help in any WESTPAC Remote country, **even if not listed on the back flap.**



This information pertains to Active Duty Service Members of the U.S. Military and their TRICARE eligible family members. The TRICARE Pacific region includes locations with Military Treatment Facilities like Hawaii, Japan, Korea, and Guam. All other locations within the TRICARE Pacific geographic area are considered "Remote".

American Samoa	Australia	
Bangladesh	Cambodia	China
Fiji	Hong Kong	India
Indonesia	Laos	Madagascar
Malaysia	Mongolia	Myanmar
Nepal	New Zealand	Palau
Philippines	Saipan	Singapore
Sri Lanka	Thailand	Vietnam



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<http://tricare-pac.tamc.amedd.army.mil/>

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Healthcare When Assigned In The Remote Pacific



For Active Duty Service Members & Their Families

- **Prime Enrollment**
- **Pharmacy Benefits**
- **Dental Care**

Remote site healthcare

In today's military there is no telling in what far off country you will be assigned, often with your family. It is your responsibility to not only stay operationally fit, but to also make sure the family is prepared for medical needs.

TRICARE Pacific Lead Agency oversees the TRICARE Program for the Western Pacific. In Japan, Korea, and Guam beneficiaries can visit U.S. Military Treatment Facilities. All other Pacific areas are designated as "Remote" regions.

When you first arrive at a new Remote duty station, your TRICARE point of contact will arrange your Prime enrollment with International SOS. If you have eligible family members living with you, they will also be able to enroll in Prime. Enrollment advantages are (1) International SOS will pre-arrange payment for medical care so you don't have to pay up front or file a claim, (2) they provide local language interpreters as needed and (3) they have Call Centers with a doctor and nurse to assist 24 hours a day, 7 days per week. Most importantly, International SOS will refer you to quality healthcare providers.

If an enrollee does not pre-arrange care with International SOS, payment at the time of service will probably be required and a claim for reimbursement must be filed by the beneficiary. Some medical services, such as MRI or ultrasound, require pre-authorization. Standard beneficiaries arrange their own care, expect to pay at time of service, and file a claim.



Retail Pharmacy Costs

- **Prime** enrollees have no cost for covered prescriptions purchased overseas
- **WESTPAC Standard** beneficiaries pay the greater of \$9 or 20% for each prescription purchased
- Over the counter (OTC) medicine purchases are not a covered benefit.

TRICARE Mail Order Pharmacy

Maintenance medication is available through Express Scripts at 1-866-363-8667 or on-line at www.express-scripts.com. The following conditions apply when ordering from overseas:

- Prescribing doctor must be U.S. licensed and have a current DEA number.
- WESTPAC beneficiaries must have an APO or FPO address.
- Some drugs cannot be mailed due to time and temperature limits in transit.
- \$3 for generic 90-day supply or \$9 for brand name 90-day supply
- No charge for Active Duty Service Members

Dental Coverage

Active Duty sponsors may enroll their family members in the TRICARE Dental Program with United Concordia Companies, Inc (UCCI). This is a separate dental insurance program that shares civilian dental costs with beneficiaries. With approval through TRICARE Pacific Lead Agency, it can even partially cover orthodontic procedures. Premiums are paid through sponsor payroll deduction (computer online enrollment is available at www.ucci.com). Some policy benefits vary between CONUS and OCONUS. Refer to the UCCI brochure for details.

TRICARE Prime:

Eligibility— ADPM and ADPM located with their sponsor in WESTPAC Remote

Enrollment fee— none

Care provider— International SOS

Annual deductible— none

Co pay, civilian outpatient- none

Co pay, inpatient— none

TRICARE Standard:

Enrollment requirement— none

Care provider— any authorized provider

Annual deductible—

\$150/ \$300 (E-5 & above)

\$50/ \$100 (E-4 & below)

Cost share, outpatient – 20%

Cost share, inpatient - \$12.72/day
or minimum of \$25

TRICARE Extra:

Not available